

FIG. 1. SYSTEM AND METHOD FOR CUSTOMIZED
INTELLIGENT CONTACT ROUTING

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Sheet 1 of 2

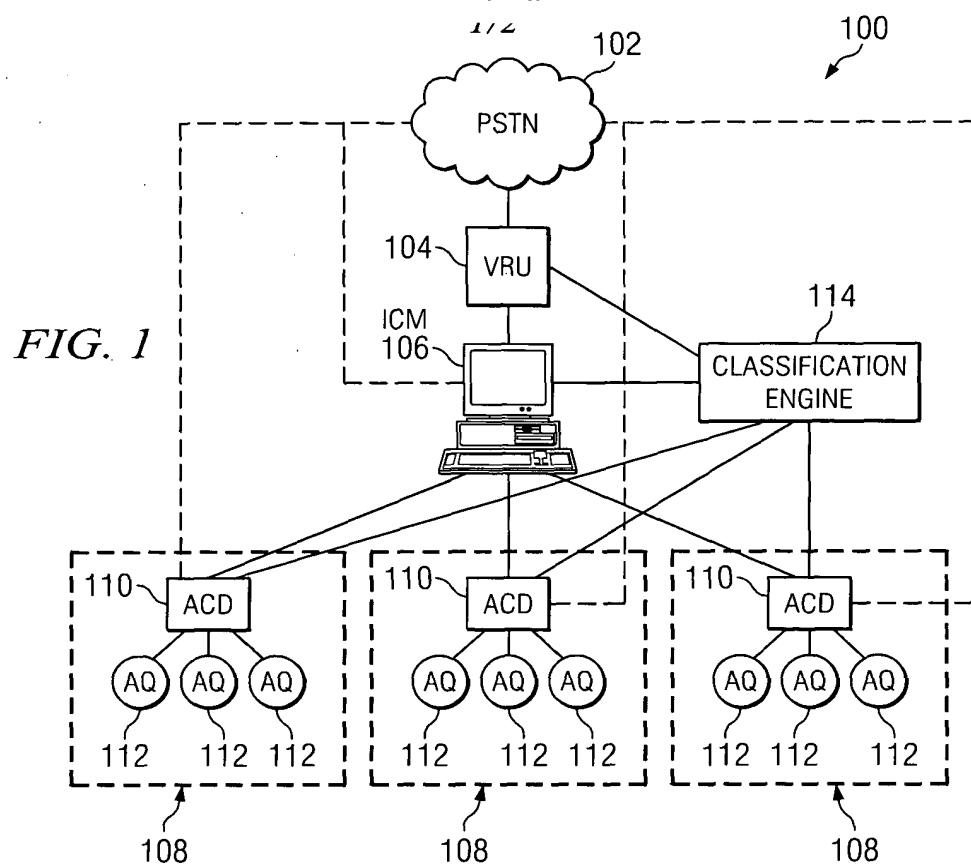


FIG. 2

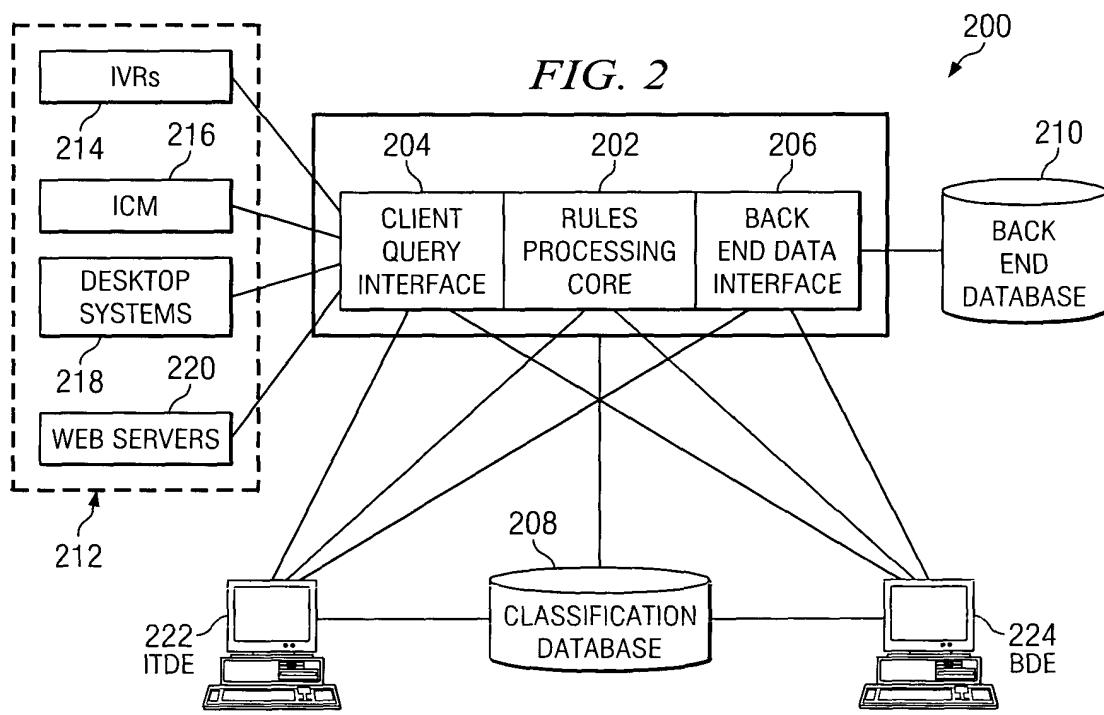


FIG. 3

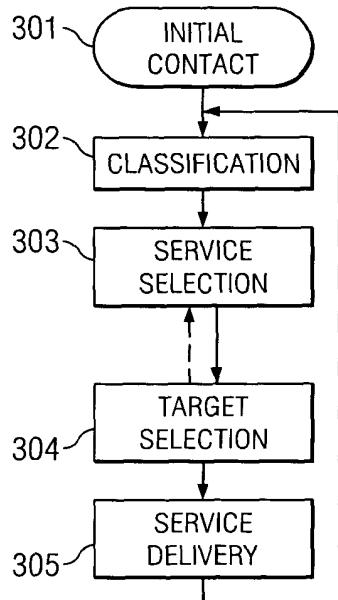


FIG. 4

